

THE WAHLEN

WINTER 2018/2019

Whole Health

From "What's the matter?" to "What matters to you?"

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Grand Opening

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FALLS

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Hundreds turned out in the December cold to attend the clinic's grand opening...

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From the Director

It's an exciting time for VA Salt Lake City Health Care System (VA SLCHCS) as we are continuing the transition from a disease-focused model of care to a Whole Health approach that focuses on health promotion and disease prevention. As we partner with you, the Veteran, to identify what matters to you, and why you want your health, we hope to enhance your experience with VA SLCHCS. We recognize that health is much more than just the absence of disease and each Veteran has unique goals for their health.

Whole Health is a nationwide VA initiative with one flagship facility in each Veterans Integrated Service Networks (VISN) to be on the forefront of this change. VA SLCHCS has a strong tradition of innovation and we are proud to be designated as the flagship facility for VISN 19 Rocky Mountain Network.

Whole Health is in full swing offering unique services and classes to partner with you on your wellness journey. We are pleased to offer a multitude of programs to equip you with the tools needed to take charge of your life and health; ranging from Mindfulness, to Nutrition, to working with Health Coaches and creating Personalized Health Plans. We are committed to putting YOU at the center of your healthcare, the way it should be.

It is my honor to lead a group of dedicated VA employees committed to providing you with the whole health care you deserve. We thank you for Choosing VA!

With deepest respect and gratitude,

Shella Stovall

Shella Stovall, Director
VA Salt Lake City Health Care System



VA



U.S. Department of Veterans Affairs
Veterans Health Administration
VA Salt Lake City Health Care System

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an overview of Whole
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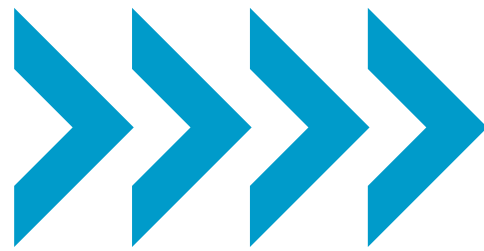
Whole Health Model

Components of Whole Health and Well-Being

Take a holistic look at the many areas of life that can affect your health — your work environment, relationships, diet, sleep patterns, and more. (The Components of Proactive Health and Well-Being helps illustrate how these areas are all interconnected.)

Visit the [Whole Health website](#) to learn more about how each of the components affects your whole self.

[Download pdf here.](#)



WHOLE HEALTH: Going from “What’s the matter?” to “What matters to you?”

■ By Jeremy Laird, Public Affairs Specialist

A revolution is taking place in VA health care, and the Veteran is at the center of this change. “We want Veterans to take charge of their health care and be engaged and motivated to live healthy lives,” said Dr. William Marchand, VA Salt Lake City’s Health Care System chief of Whole Health.

Whole Health gives the Veterans the tools to do just that. Whole Health shifts the focus from primarily treating disease to focusing on the needs of the Veteran. The Whole Health model empowers and equips Veterans to take charge of their health and overall well-being.

“We want to change how we work with you [the Veteran] so that you identify what’s most important in your life,” said Marchand, “then we help you meet your health goals based on what you feel is most important.”

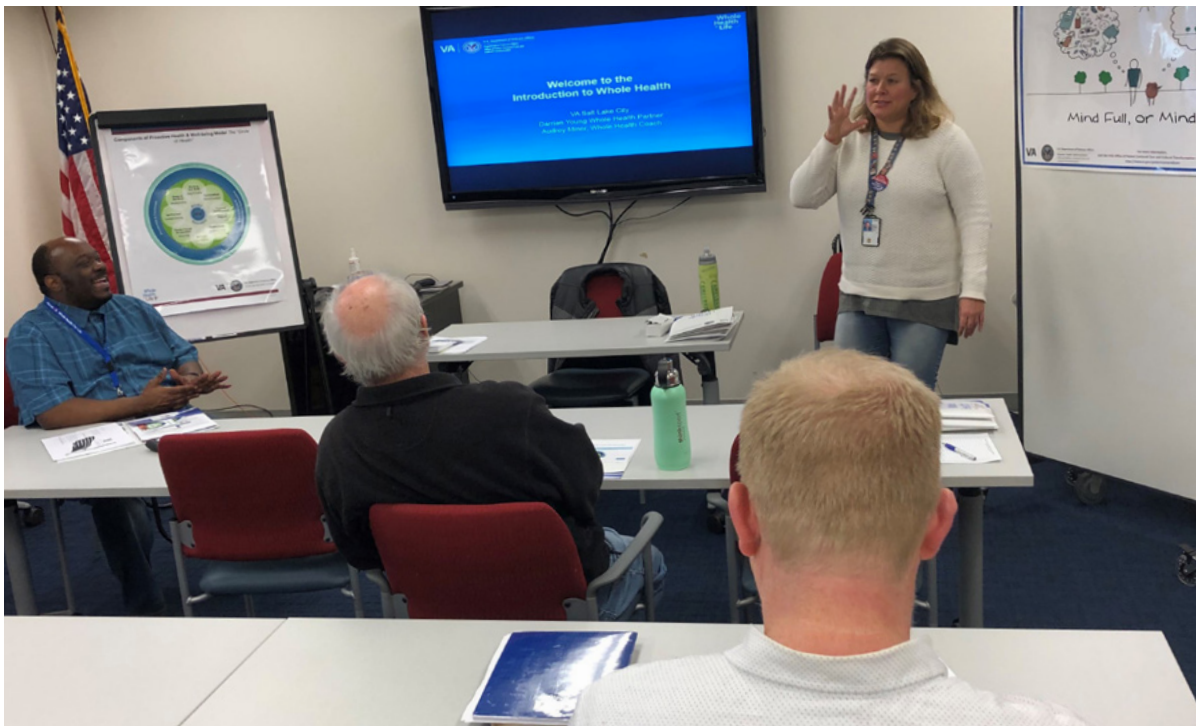
The Pathway

VA Salt Lake City is giving the Veteran the tools to achieve those goals. In addition to their Patient Aligned Care Team, the front line of the Whole Health model is the Whole Health partners and coaches. The partners are Veterans themselves.

“We’re calling them partners because we really want them to partner with,” said Marchand. “And Veteran to veteran conversation is often the most effective.”

The partners teach their fellow Veterans Introduction to Whole Health and Taking Charge of My Life and Health classes. As part of those classes, the partners help with a Veteran’s personal health inventory and partners helping the Veteran dive into the components of Whole Health and how each of those components affects the Veteran’s health and well-being.

“The personal health inventory is a process where you go through and look



.....
Whole Health Peer Partner, Darrian Young, and Whole Health Coach, Audrey Miner lead "Intro to Whole Health Class" at the George E. Wahlen Medical Center.



at several different areas in your life and rate how you are doing in those areas," said Marchand. "Those areas include stress levels, exercise, nutrition, and others."

Well-Being

Living a whole healthy life also means focusing on exercise, nutrition, stress, and wellness. VA Salt Lake City is giving the Veteran new tools and integrating some old ones into the Whole Health tool box.

Mindfulness meditation is available to help Veterans combat stress and live a more joyful aware life. Nutrition classes show Veterans easy healthy eating alternatives. Tai chi and yoga classes give Veterans low impact exercise options that take them beyond the gym. Move! Weight Management and Tobacco Cessation programs look to get Veterans to live an overall healthier life.

There to help Veterans navigate this—Whole Health Coaches. Coaches help the Veteran achieve the goals. Veterans can meet with their coach on a regular basis. The coaches spend time with the Veteran going over their goals, their progress, and helping them make any changes the Veteran wants to make.

"We want to change how we work with you so that you identify what's most important in your life and then we help you meet your health goals based on what you feel is most important," said Marchand.

Whole Health Clinic Care

Whole Health will also integrate with the Veteran's primary care. Veterans will continue to see their primary care provider, and health care team of nurses, social workers, dietitians, chaplains, pharmacists, and mental health professionals.

The health care team will follow the Veteran's personal health plan. The team will ask the Veteran what matters most and help the Veteran reach those goals laid out in the personal health plan.

"One way to sum up what we're doing differently, is we're going to ask what matters to you rather than what's the matter today," said Marchand "This is all about you leading the best life you can. Leading the life, you want to."

If you are interested in learning more about Whole Health, contact the Whole Health team at 801-588-5991 or visit their website at https://www.saltlakecity.va.gov/whole_Health.

Whole health coaches engage Veterans in health care

By Jeremy Laird, Public Affairs Specialist



Veterans are the captains of their whole health team, and like any good team you need a coach. Whole health coaches engage Veterans in their own health care and empower them to make lasting healthy changes. Coaches assist Veterans in developing a game plan to accomplish their goals, and help the Veteran bring all the various aspects of the Whole Health circle together.

Veterans work with the coaches to review their personal health inventory and set goals. "The goals are things they choose," said Jeremy Roper, a Whole Health Coach at VA Salt Lake City Health Care System, "and that I think is a very important part of it. It is not somebody else choosing a goal they think the Veteran should be doing. It is something they are motivated to change themselves."

But these are not just any goals. Veterans and coaches focus on what is known as SMART (Specific, Measurable, Actionable, Reasonable, Time-based) goals. During the process of setting SMART goals, Veterans and coaches focus on small attainable goals—building confidence off each success. They also brainstorm some of the barriers that may be in the way of achieving goals.

"Setting a SMART goal and asking them about the barriers and challenges, it seems like that is a really a motivating factor," said Audrey Miner, VA Salt Lake Whole Health Coach and Army Veteran. "It really gets them thinking like, 'I can do this. I am going to do this. Even if it is one small step at a time. I can do this.'"

Veterans take these SMART goals, and build a personal health plan. The personal health plan lays out the actions the Veteran will take to achieve what is truly important to them. The personal health plan becomes part of the Veteran's electronic health record for their patient-aligned care team.

"If their [health care] team doesn't know what's going on and what their focus is on then it doesn't do a whole lot of good," said Roper. "We help them work with their health care team in a way so they can see some of those things happen."

The coach's work doesn't end once the personal health plan is complete. The coaches set up a series of check-ins to follow up with the Veteran. If the Veteran is running into problems or if something changes, the Veteran and coach work together to make adjustment to the health.

"We act as an accountability partner," said Roper. "We talk to the Veteran and remind them that the goal was theirs and discuss what is considered a reasonable goal. What kinds of things did you run into that prevented you from meeting your goal? And if something needs to be changed, we adjust."

Currently, Whole Health Coaches are just available at the George E. Wahlen VA Medical Center, but VA Salt Lake is working to get them in community clinics. Until then, Veterans in rural areas can access them through telehealth. Whole Health coaching sessions take place in both one-on-one and group sessions depending on where the Veteran is in the coaching process.

If you are interested in seeing a Whole Health coach, call Whole Health at 801-588-5991.



Veteran partners are key to whole health program

■ By Jeremy Laird, Public Affairs Specialist

The key pathway for Veterans entry into the Whole Health Program is the Veteran Partners. U.S. Marine Corps Veteran Darrian Young and U.S. Navy Veteran Johnathan Gilbert take on the vital role of facilitating a Veterans first encounter with Whole Health at the George E. Wahlen VA Medical Center.

Young and Gilbert reach out to Veterans who are already at the medical center for appointments. Through one-on-one conversations or at outreach events, the partners explain the benefits of Whole Health and how it empowers the Veteran to take charge of their health and lives.

Since Young and Gilbert are both Veterans, they have an easy rapport with patients they encounter in the medical center. "When exploring life changing habits, having a like-minded person (someone who can empathize) there to assist can be motivation to want to achieve goals," said Young. "The Veteran to Veteran experience opens up areas that allows sharing, it allows accountability among Vet to Vet and it allows action to want to live and have a better life/health."

Young and Gilbert also lead the Intro to Whole Health class. Veterans learn more about the Whole Health approach to care, the components of Whole Health, and complete a personal health inventory.

A Coast Guard Veteran, who asked to not be identified by name, attended a recent Intro to Whole

Health class. Darrian met him at mindfulness class and invited him to attend. Young was interested in seeing what Whole Health resources are available. He is ready to change that conversation from "What's the matter?" to "What matters to me?"

"It [Whole Health] is the future of efficient and effective health care," the Coast Guard Veteran said during the Intro class. "Sometimes there is a lot of talk, but it is nice to see change."

Young and Gilbert are also seeing change in the Veterans. Young relayed the story of how a Veteran came up to him "angry" because the state had taken away his handicapped parking placard. The Veteran explained that thanks to Whole Health he could now walk far enough that the placard was no longer needed.

It is those little goals that add up to Veterans accomplishing their Whole Health mission.

The Intro to Whole Health class takes place from 4 p.m. to 6 p.m. every Thursday in building 9, classrooms A and B. The class is on a walk-in basis and does not require a consult.

The Veteran partners also teach Taking Charge of My Life & Health class. The class helps the Veteran lay out a mission, aspiration, and purpose (MAP). It also delves further into the individual Whole Health concepts. For more information or to register for Taking Charge of My Life & Health call Whole Health at 801-588-5991.



Whole Health is the future of efficient and effective health care.

-Intro to Whole Health class attendee



Tab the thumbnails above to enlarge. *(Interactive only)*

New Idaho Falls VA clinic now serving thousands of Veterans

By Jeremy Laird, Public Affairs Specialist

A new VA community clinic is now open in Idaho Falls serving thousands of additional Veterans.

Hundreds turned out in the December cold to attend the clinic's grand opening and ribbon cutting, and then toured the new clinic on December 6.

The clinic is the second in the VA Salt Lake City Health Care system that is based on the Patient Aligned Care Team (PACT) model. The PACT concept involves each Veteran working together with a team of health care professionals to plan for whole-person care and life-long health and wellness. The Veteran is at the center of the team, and the team works together to achieve the Veteran's health goals.

"This unique approach to caring for Veterans focuses on greater access and seamless coordination to ensure the whole health of our Veterans,"

said Shella Stovall, Director, VA Salt Lake

City HCS, during the grand opening ceremony.

Air Force Veteran and Idaho Falls resident LeRoy Deunes is already benefiting the PACT model. In the past 18-months with the help of his PACT team, Deunes has lost 160 pounds and went from taking 26 medications to zero.

He had a simple message for his fellow Veterans. "You all are my brothers and sister. You are exactly like me and if I can do it, you can do it. I just listened to my doctors and I did what they told me to do and I am still doing it. I am still working on it."

Deunes was traveling to the Pocatello to see his PACT team. Now with additional teams at Idaho Falls, he will get to see his team in his hometown. When it is fully staffed, the new clinic will house three PACT teams—allowing the clinic to see an additional 2000 Veterans in the Idaho Falls area.

For more on the availability of appointments, call the Idaho Falls Clinic at 208-522-2922.

Vet Center's Vietnam Veterans Support Group

■ By Jeremy Laird, Public Affairs Specialist

Laughter thunders from the group therapy room at the Salt Lake Vet Center. A group of about a dozen Vietnam Veterans gather around tables arranged in a block "U" shape to start their monthly meeting.

"Come on in," says one Veteran to a new Veteran.

"Welcome aboard," says a Navy Veteran, Gerald Alpin.

A series of similar greetings follow as a Veteran new to the group walks up to the table, takes a seat, and introduces himself as Richard.

"Another Richard," the group shouts.

"You're not a combat engineer, are ya?," a Veteran asks Richard.

"Yes, sir," replies Richard with pride in his voice.

The group bursts out in laughter. "Three Richards and three combat engineers."

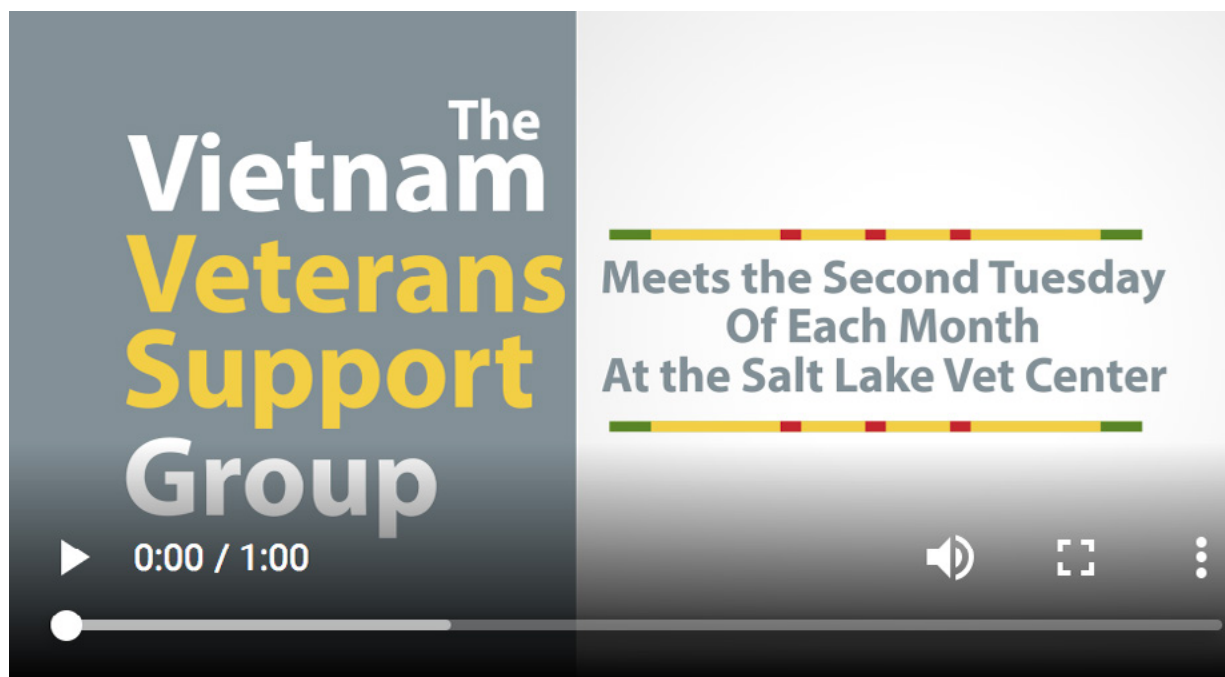
And just like that, an easy rapport is established between the "newbie" and those who have been coming to the group—some of them for years.

Candace Monzon, Salt Lake City Vet Center's acting director, started the Vietnam Veterans Support Group about seven years ago. Monzon was individually seeing

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Candace Monzon started the Vietnam Veterans Support Group at the Salt Lake Vet Center to help Veterans combat social isolation and learn coping skills



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multiple Vietnam Veterans at the Salt Lake Vet Center. Most of them felt alone and socially isolated. She could see the Veterans' need to socialize with other people that really understood what they had been through--- those other people, other Vietnam Veterans.

"The biggest misconception is that people are going to be forced to talk about their trauma and their war stories," said Monzon. "In reality, they come in and get to socialize. They get to learn coping skills. They get to talk about everyday stuff. Make some new friends and get out of the house."

Terry Smart, a US Army Veteran who served in Vietnam from 1968-1969, has come since day one.

"I had my doubts," said Smart. "It seems now likes it's help me quite a bit."

Since day one, Veterans made connections with other Veterans. Smart and two other Veterans made up the first group. Smart immediately knew one of the other Veterans, Darryl, from work.

"Darryl and I worked with each other for 25 years," said Smart. "Neither one of us knew we

were Vietnam vets. When we come to group, we found that we were both infantry, and both basically did the same job but in different divisions and stuff."

The group's warm welcoming atmosphere helped Navy Veteran, Gerald Galpin, come to terms with his own service.

"I knew that I fixed the airplane so they could send them out and continue their missions," said Galpin "but I still didn't consider myself their equal because what danger was I facing danger?... These guys knew they was in danger. I was just floating around on the ship."

The group made it perfectly clear where they stood on Navy Vietnam Veterans, and Galpin made it clear how much he appreciates that camaraderie and esprit de corp. "I've told all you guys how grateful I am for you. I never served in country, but you all have accepted me as an equal. That means so much."

"You were there," replied an Army Veteran.

"The aircraft carrier saved us," remarked a Marine Corps Veteran. "Those aircraft carriers were a godsend."

"Amen! Amen!" said another Veteran.

"I'm not worried about that kind of thing anymore but I've embraced what I've done," said Galpin after the group. "I didn't know I needed this group as much as I do—how much it would do for me just to talk with these guys—these combat Veterans."

The group is more than just a bunch of Veterans swapping "war stories." It also helps Veterans deal with a variety of issues—many stemming from Post-Traumatic Stress Disorder.

"With the group we all have similar issues. We don't talk very much about what happened in Vietnam," said Smart. "We talk about how to deal with our anger and things, but we all have that in common you know."

"I would say it helps with the social isolation the social anxiety," said Monzon, "and just being around other people and trying new things."

Monzon also helps the Veterans learn coping skills. On this day, she focused on breathing. She used the metaphor of firing a rifle to signify the importance of breathing. Just before you squeeze the trigger, you breath in, acquire your target, fire, and then breath out.

"We breath that's how we focus on what do I have control over, what's the decision I am going to make,"

said Monzon. "Before you are going to take action—breath, come into the moment, focus on your breath. Give your brain the oxygen that it needs."

Smart jokes that he uses the breathing techniques while driving but as with a lot their jokes, there is a nugget of truth. "Breathing techniques, we use when we get upset... just take time and think things through a little bit more and not fly off the handle as much," said Smart after the group. "It's helped a lot."

The Vietnam Veteran Support Group meets the second Tuesday of every month and is open to any Vietnam Veteran eligible for Vet Center services. The Salt Lake Vet Center is located at 22 West Fireclay Avenue in Murray. For more information contact Candace Monzon at 801-266-1499 or email: candace.monzon@va.gov.

For those Vietnam Veterans still wondering if group therapy is for them, Galpin has this message for you. "Guys out there hesitating, come, doesn't hurt to talk and nobody's judging you."



.....
Vietnam Veterans gather at the Salt Lake Vet Center for their monthly support group.





● Melba Wahlen, the widow of the hospital's namesake, and her daughters stop to talk to Army Veteran, Bryant Jacobs, while deliver holiday gifts to Veteran at the George E. Wahlen VA Medical Center.

+ Gifts for Veterans

volunteers spreading holiday cheer...

By Jeremy Laird, Public Affairs Specialist

An army of volunteers deployed around the George E. Wahlen VA Medical on Tuesday, December 11 spreading holiday cheer to Veteran patients.

The volunteers from VA Voluntary Services, Greater Salt Lake Area Chapter American Red Cross, Utah Knights of Columbus, Utah Veterans of Foreign Wars, Disabled American Veterans of Utah, the Church of Jesus Christ of Latter-Day Saints,

Global Medical Staffing, and Starbucks packed gift bags and delivered them as part of the Voluntary Services Holiday Gift Distribution.

"I'm paying back to my brothers & sisters who served," said Army Veteran and Red Cross Volunteer Fred Downy. The sentiment is common among volunteers; they want to give back to our Veterans who

gave us so much.

Voluntary Services holds three gift distribution events throughout the year. The first takes place in February for National Salute to Veteran Patients, the second just before Veterans Day, and then one around the holidays. Sponsors donate the items for the gift bags, and volunteers pack and deliver the bags to Veterans. Always among the volunteers, Melba Wahlen, the widow of the hospital's namesake George E. Wahlen, and her daughters. Mrs. Wahlen always brightens the day of Veterans and staff when she visits patients.

If you would like to Volunteer for the Salute to Veteran Patients Gift distribution event coming up in February or to volunteer at the VA Salt Lake City Health Care System, call Voluntary Services at 801-582-1565 extension 1075.



VA Salt Lake City HCS honors the sacrifices our brave men and women made for our country during the 2018 Veteran's Day parade.

#BeThere for our Veterans

VETERANS DAY PARADE

Honoring the sacrifices our brave men and women have made for our country in the name of freedom and democracy is the very foundation of Veteran's Day. Thank You, Veterans! **#neverforgotten**



**Veterans
Crisis Line**

1-800-273-8255 **PRESS 1**



Tab the thumbnails above to enlarge. *(Interactive only)*

Advanced Low Vision Rehabilitation Clinic

The Low Vision Clinic works collaboratively with the VIST Coordinator to assess the Veteran's needs and interests as well as determine goals to assist the Veteran in adjustment to vision loss.

801-582-1565, ext. 1574

Choice Program

Serving Veterans waiting more than 30 days for an appointment or living greater than 40 miles away from the closest VA facility.

1-866-606-8198

www.va.gov/opa/choiceact/

Community Residential Care (CRC) Program

CRC provides supervision to eligible Veterans who are not in need of hospitalization or nursing home placement but who, because of mental health or psychosocial conditions, would benefit from living in a home setting.

801-582-1565, ext. 1259

Complementary and Integrative Health Classes

- **QiGong**
Gentle movements performed in a relaxed meditative state to promote health and healing.
- **Choose to Heal**
Expand awareness of how mind, body and spirit integrate to promote healing.
- **Mind Body Bridging**
Integrates mind, body, and spirit in a self-help therapeutic process.
- **Intro to Mindfulness**
Explore the basic mindfulness practices and concepts.
- **Meditation and Relaxation Training**
Experiential group that includes participating in a 40-minute mindfulness exercise.
- **Mindfulness and Compassion**
Helps manage stress, chronic pain, physical disease and mental health disorders.
- **Warrior Yoga**
Focuses on breath and body awareness to increase relaxation and mental clarity for wellbeing,

management and prevention of disease.

• Mind-Body Skills

Breathing techniques, gentle body movement and postures to reduce stress and promote health.

801-582-1565, ext. 2325

Decedent Affairs

Patient Representatives are here to assist you when a loved one passes. We can answer all of your questions about burial reimbursements, grave markers and bereavement assistance.

801-582-1565, ext. 1432

Fisher House

This home away from home provides a place for families (who live 50 miles away or farther) to stay, free of charge, while their loved one is receiving treatment. Reservations are required.

801-582-1565, ext. 5900

Health Promotion Disease Prevention (HPDP) program

It is VA's goal to keep Veterans "well and well-informed." We strive to improve the quality of life for Veterans by providing VA clinicians with evidence-based health promotion and disease prevention practices. For more information on classes and programs, contact

801-582-1565, ext. 4246

• Living well with Chronic Conditions

This is a six-week program to help any Veteran with any chronic condition to manage symptoms, work with your health care team and improve your health. Learn self management techniques and skills needed in the day-to-day management of any type of ongoing health condition.

801-582-1565, ext 4246

Community locations also available at www.livingwell.utah.gov

• MOVE! Weight Management program

VA's weight management program designed to help Veterans lose weight, keep it off and improve their health. The MOVE! program offers patients several weight management options from group classes focusing on topics of nutrition, behavior modification and exercise.

801-582-1565, ext. 2149

• Walk with Ease walking class

Twice a week walking program to reduce pain and improve overall health. Available at the Salt Lake City VA Medical Center, plus Orem and St. George CBOCs.

801-582-1565, ext. 2149

• Tobacco Cessation program

Our Tobacco Cessation program is designed to help Veterans quit smoking, chew or e-cigarettes. The program consists of tobacco cessation group treatment, pharmacist consultation, telephone coaching and text coaching. VA telephone quit-line: Counseling free of charge, any time between 6 a.m. and 6 p.m. Mountain time. The quitsmoking telephone coaches provide up to four phone calls and can be reached **1-855-QUIT-VET (1-855-784-8838)**

• VA 24/7 texting support service

For Veterans that can receive text messages. Sign up by texting VET to 47848 from your mobile phone, or visit www.smokefree.gov/VET. When you need support they will text you tips and encouragement.

801-582-1565, ext. 2088

• Living Well classes for specific diseases

These four-week classes will help you manage and reduce your risk for specific conditions. Also available at VA community-based outreach clinics via Telehealth.

**Living Well with Heart Disease
Living Well with Chronic Lung Disease
Living Well with Diabetes**
801-582-1565, ext. 4286 or 4289

• Stepping On, fall prevention program

A seven week program shown to help adults improve balance and reduce the risk of falls.

801-582-1565, ext. 4286

Holistic Medicine

Holistic Medicine provides pain medicine, palliative care and integrative health services to our Veterans.

• Pain Medicine service

provides care for patients with persistent or "chronic" pain, including medicines

to control pain and psychological care.

801-581-1565, ext. 4942

- **Palliative Care service** provides supportive care for patients with serious medical illness, pain and management symptom control, psychosocial and spiritual care; advanced care planning, end of life care and bereavement support to families.
801-581-1565, ext. 2059
- **Integrative Health service** offers several options for patients: acupuncture, meditation, manual therapies, hypnosis, Qigong, Yoga and a Choose to Heal class to introduce various strategies and multicultural approaches to physical, emotional, spiritual wellbeing and better health.
801-581-1565, ext. 2661

Referrals from your primary care provider are required.

Home Based Primary Care (HBPC)

The mission of HBPC is to provide a comprehensive, interdisciplinary, and primary care in the homes of Veterans with complex medical, social and behavioral conditions for whom routine clinic-based care is not effective. The team evaluates needs, identifies resources and assists with obtaining federal or community services. Veterans must meet criteria to be eligible for HBPC.

Referrals to the HBPC program are made by a the VA primary care provider.

Library

The library features regular and large print books and magazines. Internet access is also available.

Bldg. 14, basement

Monday – Friday from 7 a.m. to 6 p.m.

801-582-1565, ext. 1209

Medical Foster Home program

MFH is a voluntary program that offers safe, long-term care in a home setting. MFH is a great alternative to institutionalized care. The program includes regular comprehensive case management visits by a VASLC Home Care Team.

801-582-1565, ext. 6317

My HealtheVet

My HealtheVet is VA's online personal

health record that allows Veterans to take charge of their own healthcare.

- Communicate with your VA providers and clinics through secure messaging
- Access your VA medical records through the Blue Button
- View appointment information
- See lab results
- Prescription refills
- Get personalized wellness reminders ...and much more!
801-584-1209
www.myhealth.va.gov

Nutrition and Food Services (NFS)

NFS provides expertise in nutrition assessment, diagnosis and intervention to help the Veteran improve his/her nutrition condition, medical outcomes and overall quality of life. We provide group or one-on-one sessions.

801-582-1565, ext. 5447

Pain Management

Pain Medicine service provides care for patients with persistent or "chronic" pain, including medicines to control pain and psychological care. A referral from your primary care provider is required.

801-581-1565, ext. 4942

Other VA pain management programs:

- **Women's Comprehensive Pain program**
801-582-1565, ext. 2151
- **Chronic Pain Management group (Cognitive Behavioral Therapy)**
A six-week class designed to improve your quality of life and physical/emotional functioning despite the presence of pain.
801-582-1565, ext. 3497

Pathways

Coping with life's problems and/or mental illness can be difficult but getting help should not be. Pathways can help you access the right care. This is not a therapy group; it is an orientation group. Walk-ins welcome! Bldg. 16, Bear Lake classroom
Tuesdays 4:30 p.m. - 5:30 p.m.

801-582-1565, ext. 2321

Recreation Therapy

Recreation Therapy is a process that utilizes recreation interventions based on the interests, abilities and needs of individuals with illnesses and/or disabling conditions. Veterans can choose from dozens of seasonal activities including skiing, bowling, golf, water volleyball, fishing, rock climbing, art, guitar, singing and many more.

801-582-1565, ext. 1559

Sweat Lodge

Healing Native American Sweat Lodge ceremonies are held at 7 p.m. each Friday; and a women's only ceremony is held at 2 p.m. the third Saturday of each month at the Purtkwahgahm Healing Ground (southeast corner of Bldg 4).

801-582-1565, ext. 4556

Call for information about other Native American Ceremonies.

Transfer & Lodging Center (TLC)

Lodging is available for Veterans traveling more than 50 miles for medical appointments in Salt Lake City. Veterans should check in at the Transfer & Lodging office. Bldg. 1, first floor, room 1B31 Monday - Friday 8 a.m. - 4:15 p.m. After hours, weekends and holidays check in through the Emergency Department. Veteran Directed Home and Community Based Services program (VD-HCBS) An alternative for (long-term) nursing home placement, Veterans are able to live in their own home.

801-582-1565, ext. 2492

Veterans Transportation Service (VTS)

The Veterans Transportation Service in partnership with Utah, Idaho, Wyoming and Nevada Veteran Service Organizations proudly support the transportation needs of Veterans traveling for appointments in Salt Lake City. Van service is available from Ely and Elko, Nevada; Idaho Falls and Pocatello, Idaho; Afton and Rock Springs, Wyoming; and from Vernal, Price, Richfield, Logan, and St. George, Utah. Wheelchair transportation is available on some routes.

801-582-1565, ext. 2003 or 1079
1-800-613-4012



Important VA Phone Numbers

VA Salt Lake City Health Care System

801-582-1565 or
toll-free **1-800-613-4012**

Scheduling an Appointment

801-584-2575, ext. 1 or
toll-free at **1-800-613-4012, ext. 2575**

Veterans who need to schedule, cancel or reschedule an appointment for all primary care clinics can call Monday through Friday from 8 a.m. to 4 p.m.

Automated Prescription Refill Line

801-584-2525 or toll-free at **1-800-579-0540**

Veterans who need to request a refill of a prescription or check the status of refills can call 24 hours a day, seven days a week. Have your social security number and prescription numbers ready when calling.

VA Benefits (other than health care)

1-800-827-1000

Veterans who need information on VA benefits including VA pension and compensation, home loans, and education can call the VA Regional Office.

Billing Questions

801-582-1565, ext. 2547 or toll-free at **1-866-393-1846**

Veterans who have questions about a bill can call Billing.

Veterans Crisis Line

1-800-273-TALK (8255), Press 1 for Veterans

Veterans can call the Veterans Crisis Line to talk to trained professionals 24 hours a day, seven days a week or visit **www.veteranscrisisline.net**.

My HealtheVet

www.myhealth.va.gov

Veterans can manage their health by logging onto My HealtheVet, which offers access to Veteran health benefits and services.

Looking for more ways to improve
your health and well-being?



Veterans Health Library

Your source for health information

The Veterans Health Library is a free resource in partnership with My HealtheVet to help Veterans stay well and healthy, and take an active role in their health care. It provides Veterans, family members, and caregivers 24/7 access to comprehensive Veteran-focused health information including more than 1,500 health sheets, more than 150 videos, go-to-guides and flipbooks that have been approved by VA experts. These include topics specific to Veterans, for example, post-traumatic stress disorder (PTSD), combat-related traumatic brain injury and Agent Orange.

For more information on VA related topics, visit
www.saltlakecity.va.gov.

Follow us on Facebook, Twitter and Instagram.



www.veteranshealthlibrary.org